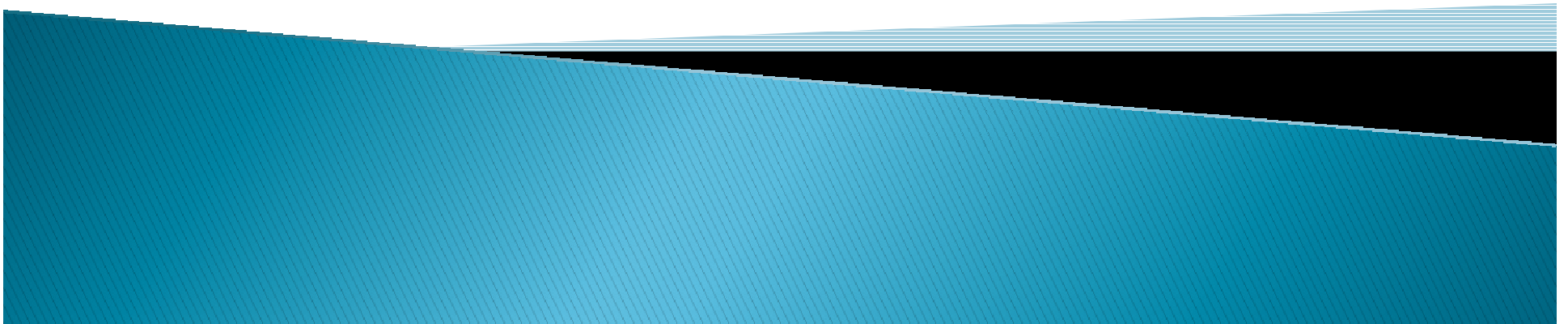


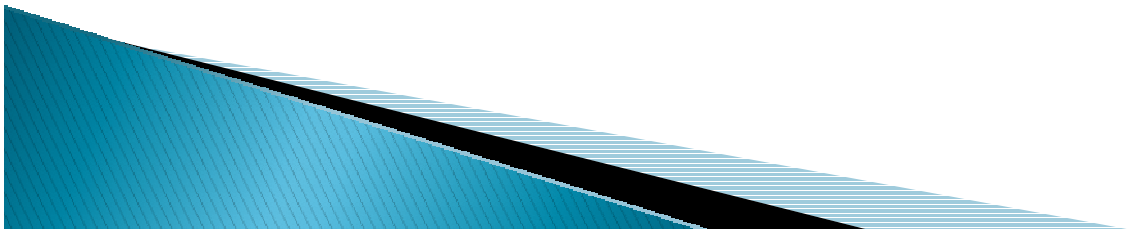
Community Ombudsman Oversight Panel (CO-OP)

Complaint Appeals Process



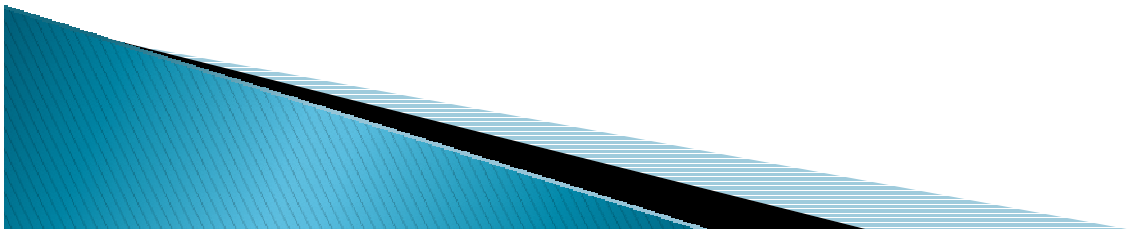
What complaints are eligible for appeal?

- ▶ Cases eligible for appeal include those with a finding of Not Sustained, Exonerated or Unfounded that you feel were not fairly and/or thoroughly investigated.



Who can file an appeal?

- ▶ You, or your legal representative, can file an appeal once you have received the Notice of Finding from the Boston Police Department's Internal Investigations Unit.



How much time does a complainant have to file an appeal?

- ▶ You must file your appeal **IN WRITING** within **FOURTEEN (14) CALENDAR** days of the date on the Notice of Finding.

Boston Police
DEPARTMENT

One Schroeder Plaza
Boston, MA 02120

January 7, 2009

RE: I.A.D. Case #E2008-###

Ms. Jane Smith
123 Anywhere Avenue
Hyde Park, MA 02136

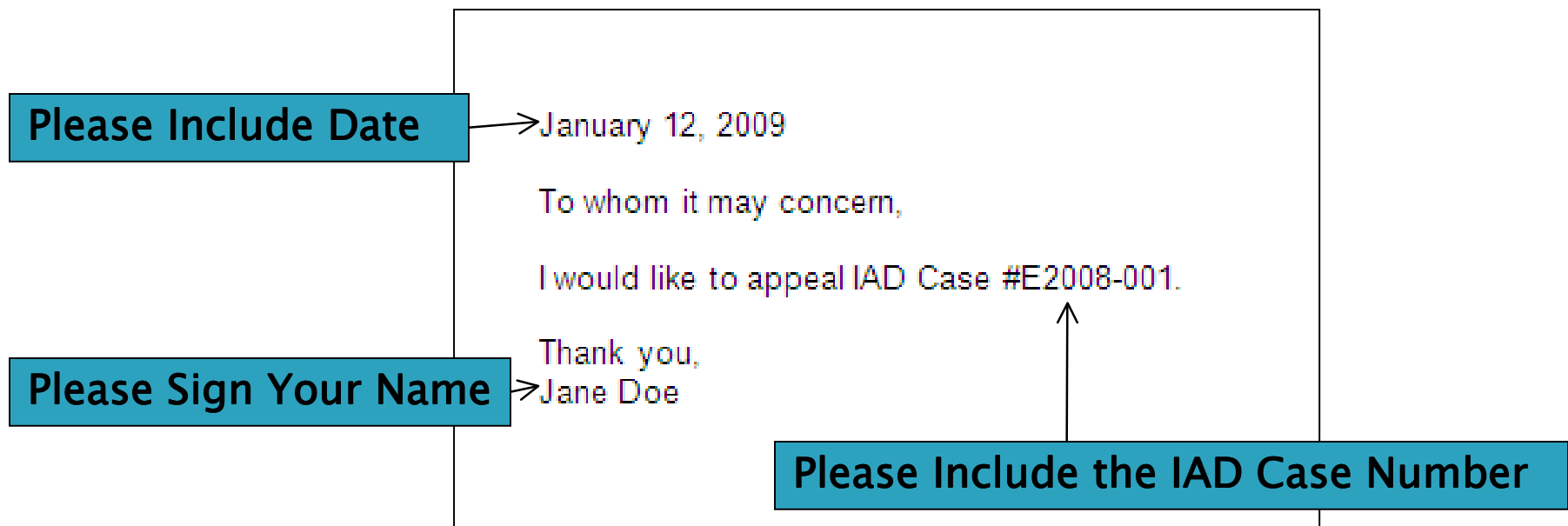
Dear Ms. Smith:

Thank you for taking the time to express your concerns over the actions of Sergeant John Doe. Your complaint of misconduct on the part of Sergeant Doe has been thoroughly investigated by the Internal Investigations Unit.

**For example:
This potential
appellant has until
January 21, 2009
to appeal!**

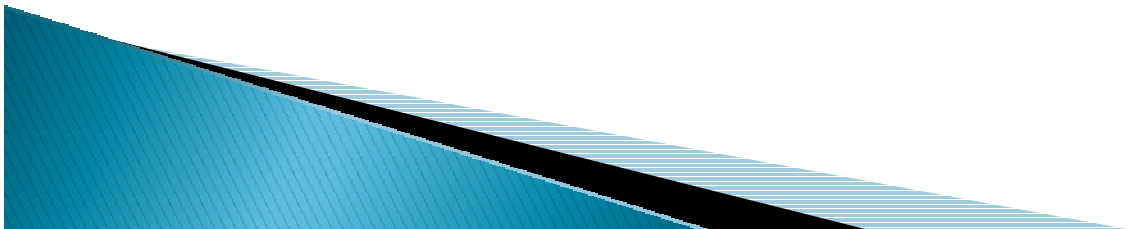
What should a complainant include in an appeal letter?

- ▶ An appeal letter or email can be as simple as one line; no reasoning has to be included.



How to file an appeal...by mail

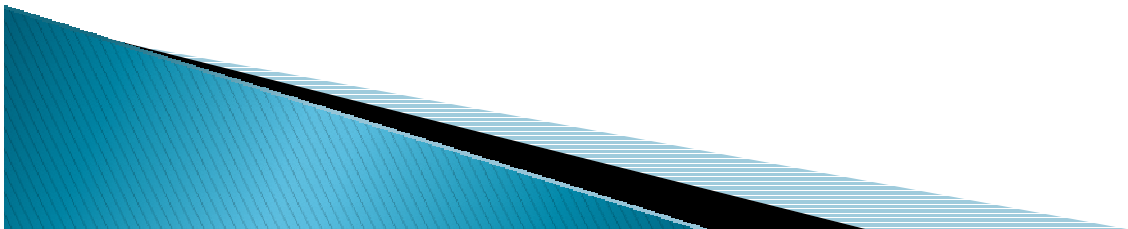
- ▶ If your appeal is sent via mail, the appeal must be postmarked within **FOURTEEN (14) CALENDAR** days of the date on the Notice of Finding.
 - Please mail appeals to:
 - **Community Ombudsman Oversight Panel**
 - **P.O. Box 190189**
 - **Roxbury, MA 02119**



How to file an appeal...in person

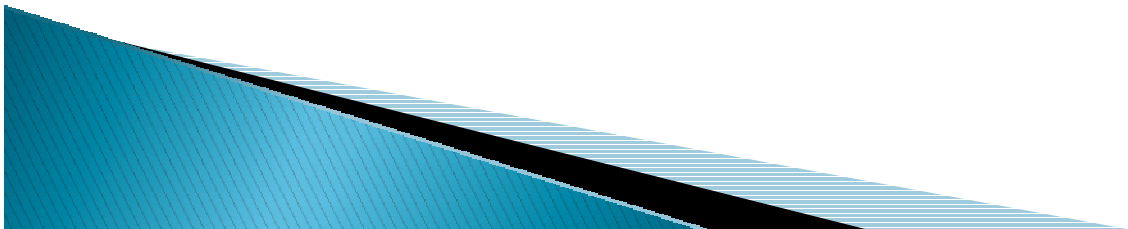
- ▶ If your appeal is hand-delivered, it must be delivered to the address below by the close of business of the **FOURTEENTH (14th) CALENDAR** day from the date on the Notice of Finding. (If that day falls on a weekend, you will have until the end of the next business day!)

- ▶ Please hand deliver appeals to:
 - **Community Ombudsman Oversight Panel**
 - **c/o City of Boston Law Department**
 - **City Hall**
 - **Room 615**
 - **Boston, MA 02201**



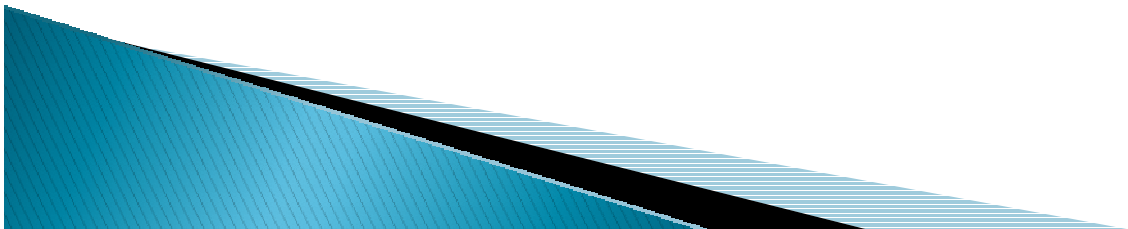
How do I file an appeal...by email

- ▶ If your appeal is emailed, it must be sent within **FOURTEEN (14) CALENDAR** days of the date on the Notice of Finding.
- ▶ Please email your appeals to:
 - **COOP.bpd@cityofboston.gov**



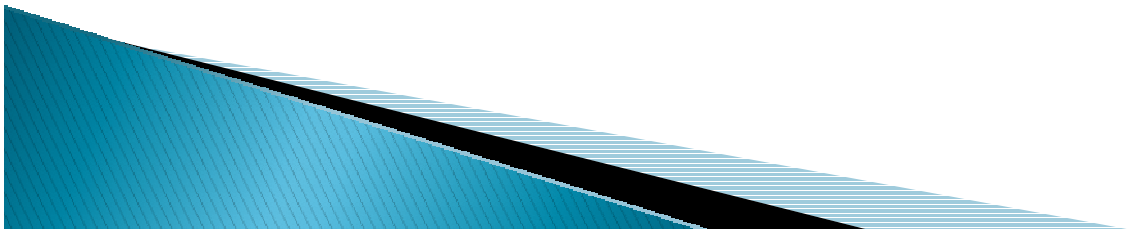
What happens when an appeal is filed?

- ▶ Once an appeal is received within the eligible time-frame, it is assigned to one Ombudsman.
- ▶ A copy of the case file once released by IAD and reviewed by Legal will be sent to the Ombudsman for review.
- ▶ The Ombudsman will then make a recommendation to the Chief of the Bureau of Professional Standards and Development.
- ▶ The appellant will be notified by mail once a final decision has been made.



How long will the CO-OP take to render a decision?

- ▶ The time it takes for the CO-OP to render an appeal decision is on a case by case basis.
- ▶ It will take time for the Ombudsman to review the entire case file, especially when there are multiple violations.
- ▶ The appeal may also be sent back to IAD for more review or re-investigation.
- ▶ An Ombudsman can review more than one case at a time.



Questions?

Contact Information:
Community Ombudsman Oversight Panel
617-594-9216

